

## Claim Status

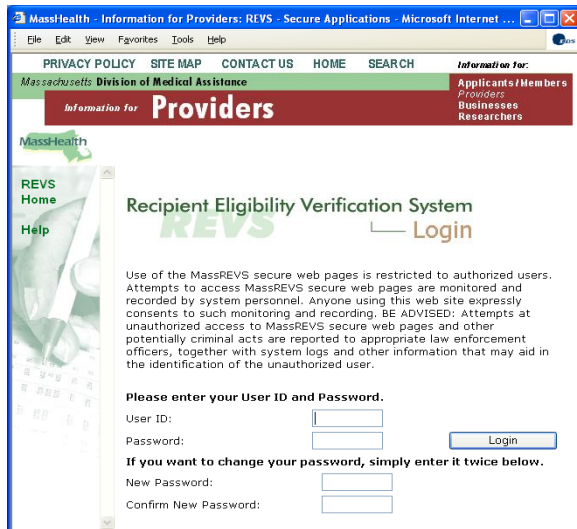
The claim-status feature within the Recipient Eligibility Verification System (REVS) provides the current status of an adjudicated claim submitted to MassHealth for payment. Claim Status may be accessed by using any of the methods below.

## Access Methods

- WebREVS
- REVSpC Software (REVSpC)
- Bulletin Board System (BBS)

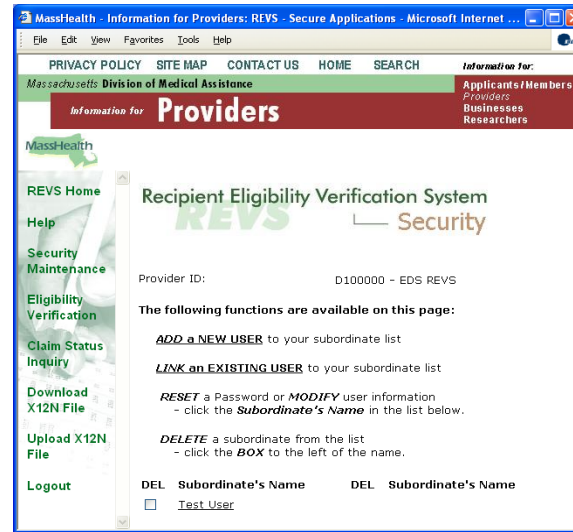
## Security Features

Before a user may submit a claim-status inquiry, a User ID and password are needed to gain access. The initial User ID is assigned upon submission of a MassHealth Trading Partner Agreement (TPA).

The image shows the WebREVS Secure Login Screen. It is a web browser window with the title "MassHealth - Information for Providers: REVS - Secure Applications - Microsoft Internet ...". The page has a green header with "Massachusetts Division of Medical Assistance" and "Information for Providers". The main content area has a green sidebar with links: "REVS Home", "Help", "Security Maintenance", "Eligibility Verification", "Claim Status Inquiry", "Download X12N File", "Upload X12N File", and "Logout". The main content area has a large "REVS" logo and a "Login" button. Below the logo, there is a warning message: "Use of the MassREVS secure web pages is restricted to authorized users. Attempts to access MassREVS secure web pages are monitored and recorded by system personnel. Anyone using this web site expressly consents to such monitoring and recording. BE ADVISED: Attempts at unauthorized access to MassREVS secure web pages and other potentially criminal acts are reported to appropriate law enforcement officers, together with system logs and other information that may aid in the identification of the unauthorized user." Below the warning, there is a login form with fields for "User ID:", "Password:", "New Password:", and "Confirm New Password:". There is a "Login" button next to the password field. A message says: "Please enter your User ID and Password." and "If you want to change your password, simply enter it twice below."

WebREVS Secure Login Screen

Once the initial User ID is assigned, User IDs may be added, deleted, and updated to help ensure that only authorized users are accessing personal information.

The image shows the WebREVS Security Maintenance Screen. It is a web browser window with the title "MassHealth - Information for Providers: REVS - Secure Applications - Microsoft Internet ...". The page has a green header with "Massachusetts Division of Medical Assistance" and "Information for Providers". The main content area has a green sidebar with links: "REVS Home", "Help", "Security Maintenance", "Eligibility Verification", "Claim Status Inquiry", "Download X12N File", "Upload X12N File", and "Logout". The main content area has a large "REVS" logo and a "Security" link. Below the logo, there is a section titled "Recipient Eligibility Verification System" with a "Provider ID:" field containing "D100000 - EDS REVS". Below this, there is a section titled "The following functions are available on this page:" with links: "ADD a NEW USER" to your subordinate list, "LINK an EXISTING USER" to your subordinate list, "RESET a Password or MODIFY user information" - click the "Subordinate's Name" in the list below., and "DELETE a subordinate from the list" - click the "BOX" to the left of the name. Below these links, there is a table with columns "DEL", "Subordinate's Name", and "Subordinate's Name". There is a "Test User" link below the table.

WebREVS Security Maintenance Screen

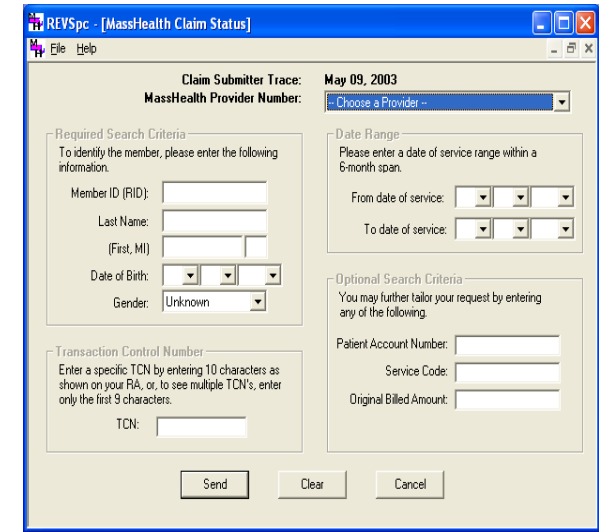
## Claim Status Inquiry

### *What is needed to conduct a Claim Status Inquiry transaction?*

- User ID (the User ID is linked to the servicing provider number) and password
- provider number
- member's recipient identification (RID) number
- first name, last name, and middle initial
- date of birth
- gender
- "from" and "to" date(s) of service

To refine the claim inquiry to limit the number of responses, additional information may be entered, including:

- transaction control number (TCN)
- patient account number (PAN) (not to be used in conjunction with TCN)
- service code
- original billed amount

The image shows the REVSpC Claim Status Inquiry Screen. It is a software window with the title "REVSpC - [MassHealth Claim Status]". The window has a menu bar with "File" and "Help". The main area has a "Claim Submitter Trace:" field with "May 09, 2003" and a "MassHealth Provider Number:" dropdown menu with "Choose a Provider". Below these, there are two sections: "Required Search Criteria" and "Optional Search Criteria". The "Required Search Criteria" section has fields for "Member ID (RID):", "Last Name:", "(First, MI)", "Date of Birth:", and "Gender:". The "Optional Search Criteria" section has fields for "Patient Account Number:", "Service Code:", and "Original Billed Amount:". There are "Send", "Clear", and "Cancel" buttons at the bottom.

REVSpC Claim Status Inquiry Screen

The amount of information returned on a claim-status inquiry depends on the level of detail entered on the inquiry screen. For example, if only a member's RID is entered as part of the search criteria, all claims associated for that member will appear. To limit the amount of data returned, it is recommended that the specific date of service, or the TCN associated with the claim, be entered.

## Claim Status Response

The results may vary depending on the information included in the inquiry. Single inquiry mode contains the last 18 months of adjudicated claims history. A user may verify claims within that 18-month period in six-month intervals. If the status of a claim that was adjudicated more than 18 months earlier is needed, the batch submission inquiry option must be used.

For batch submission, inquiries may be submitted for claim-status spanning the past three years. Responses for batch submissions are returned within one hour of submission.

The claim-status response displays the following information:

- verification of the billing provider number
- member's recipient identification (RID) number
- member's name, date of birth, and gender
- effective date of the status provided
- amount billed
- amount of the payment, if applicable
- adjudication date of the claim
- date the claim appears on the remittance advice, if applicable
- transaction control number (TCN) assigned to the claim
- patient account number (PAN) submitted on the claim, if applicable
- date(s) of service for the claim
- service code(s)
- number of units billed on the claim

MassHealth - Information for Providers: REVS - Secure Applications - Microsoft Internet Explorer provide...

PRIVACY POLICY SITE MAP CONTACT US HOME SEARCH Information For: Providers

Massachusetts Division of Medical Assistance

REVS Home Help Account Maintenance Eligibility Verification Claim Status Inquiry Logout

Claim Submitter Trace: May 09, 2003 - 12:34:25  
Billing Provider: 1210119 - HOLY FAMILY HOSPITAL IN  
Member's ID Number: 027425470  
Member's Name: ZIEL, COLE

SUMMARY TABLE OF CLAIMS - Click a TCN to see detail information.

TCN	From DOB	Status	Charges	Payment
302216420A	11/13/2002	Paid	\$654.00	\$57.26

Check Another Claim 1 Claim Response

Claim is Finalized/Payment-The claim/line has been paid. For more detailed information, see remittance advice.

Billing Provider: 1211439 - HOLY FAMILY HOSPITAL IN  
Member's ID Number: 027425470  
Member's Name: ZIEL, COLE  
Date Of Birth: March 31, 1958  
Gender: Female  
Status Date: February 10, 2003  
Charge Amount: \$654.00  
Payment Amount: \$57.26  
Adjudication Date: February 07, 2003  
Remittance Date: February 11, 2003  
Transaction Control Number (TCN): 302216430A  
Patient Account Number: HAD61467  
Date Of Service: November 13, 2002 through November 13, 2002  
Service Code: 860 460  
Units Of Service: 1

WebREVS Claim Status Response Screen

## Batch Submission Inquiry Option

WebREVS has the ability to send multiple member-eligibility or claim-status inquiries all at once in a batch. Please call the REVS HelpDesk at 1-800-462-7738 or send us an e-mail at [REVSHelpDesk@eds.com](mailto:REVSHelpDesk@eds.com) for more information.

### What is REVS?

- REVS is a computer information system supported by Electronic Data Systems (EDS) Corporation that enables MassHealth providers to make claim-status inquiries, and verify member eligibility.
- This system is available 24 hours a day, seven days a week.
- REVS offers easy access to the most current and complete member eligibility information on the date that services are provided.
- REVS enables providers to inquire about the status of adjudicated MassHealth claims.

### What are the most significant benefits of the Claim Status feature?

- access to three full years of adjudicated claims history
- on-line access to the status of MassHealth claims
- availability 24 hours a day, seven days a week
- real-time and batch processing



# REVS

## Recipient Eligibility Verification System

## Claim Status

MassHealth - Information for Providers: REVS - Secure Applications - Microsoft Internet Explorer provide...

PRIVACY POLICY SITE MAP CONTACT US HOME SEARCH Information For: Providers

Massachusetts Division of Medical Assistance

REVS Home Help Account Maintenance Eligibility Verification Claim Status Inquiry Logout

Claim Submitter Trace: May 09, 2003 - 12:16  
Provider ID: 0100000 - EDS REVS

To identify the member, please enter the following information:

Member's Identification Number:   
Name (last, first and middle initial):   
Date of birth (MM/DD/CCYY):   
Gender:

Please enter a Date of Service Range within a six-month span.

From Date of Service (MM/DD/CCYY):   
To Date of Service (MM/DD/CCYY):

You may request the status of a specific TCN by entering all 10 characters as shown on your RA. Or, you may request to see multiple document lines by entering only the first 9 characters.

TCN (Transaction Control Number):

You may further tailor your request by entering any of the following.

Patient Account Number:   
Service Code:   
Original Billed Amount:

Check Claim Status

Call our toll-free HelpDesk or send us an e-mail for more information today.

1-800-462-7738

[REVSHelpDesk@eds.com](mailto:REVSHelpDesk@eds.com)

